

## Check Out the Recent Enhancements to ProviderVista Your Platform for Managing Commercial Patients

ProviderVista is your one-stop shop for managing your Florida Blue commercial patients. We strive to meet your needs by adding new and innovative features to make doing business with us easier. That is why we want to remind you of the new features and enhancements we have made to ProviderVista in recent months.

High level, these enhancements include:

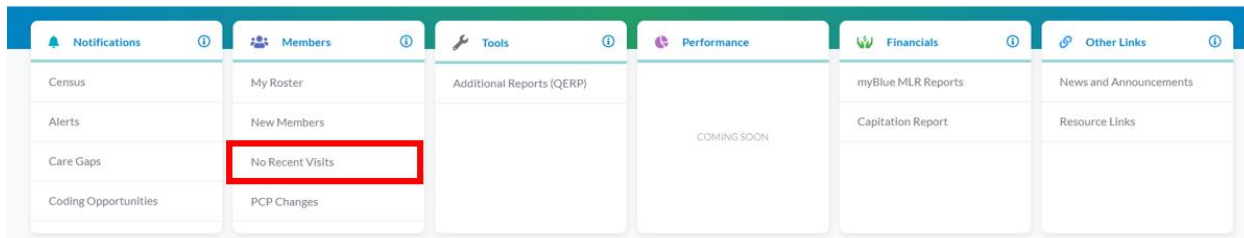
- Two new capabilities found in the **Members** dashboard:
  - *No Recent Visits*
  - *Primary Care Provider (PCP) Changes*
- A new **Notification Workflow** for PCP requests made by a patient when the PCP panel is closed
- A **Value-Based Indicator** found in the Blue Funnel
- Additional clinical insights and utilization trends in **Alerts** dashboard (e.g., LACE score, chronic conditions)
- New enhancements found in the **Member Snapshot**:
  - The ability to export the entire *Member Snapshot* into a PDF document
  - Updates to the *Care Journey* tile providing even more detail of your patient's care received within your practice and outside of your practice
  - Update to the *Pharmacy* tile indicating whether a prescription is still active or completed (no more refills)

**On the following pages are highlights and screen shots of these new features and enhancements.**

For questions on ProviderVista or any of these new features and enhancements, please email [providerexperience@floridablue.com](mailto:providerexperience@floridablue.com) or [stephanie.collins@floridablue.com](mailto:stephanie.collins@floridablue.com).

### No Recent Visits

You can now view patients who have not seen their assigned or attributed PCP in three or more months. From the landing page, choose **No Recent Visits** under **Members**.

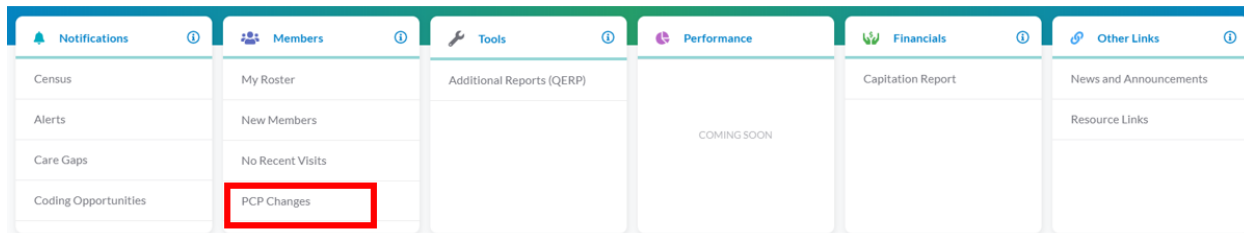


You can filter the data so you can see your patients who have not been seen in three or more months, six or more months, more than 12 months, etc.

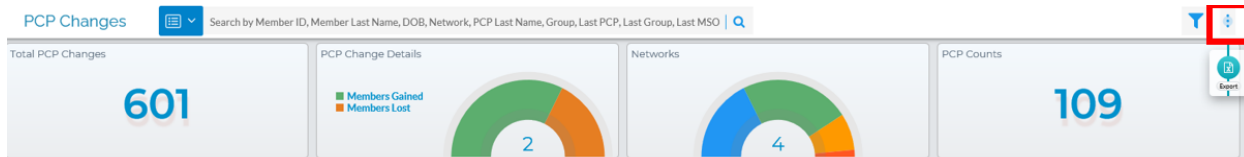


### PCP Changes

This feature shows the patient migration into and out of the practice. It also shows if a patient changed their PCP within the practice. Below is the location of this feature.

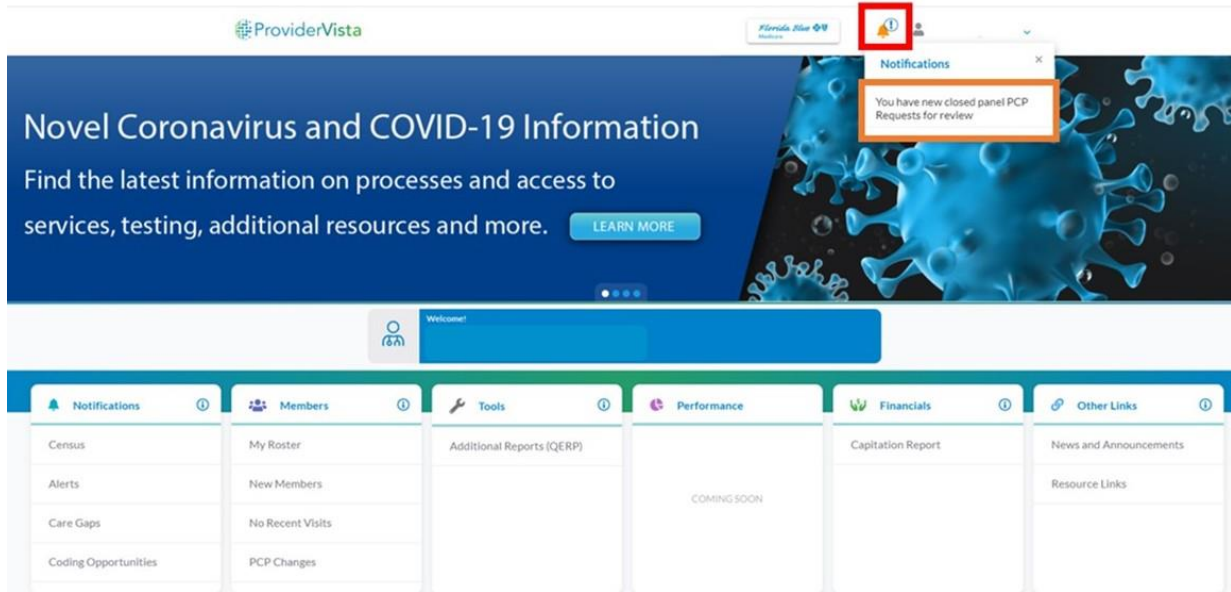


The report can be exported by clicking on the  on the right corner.



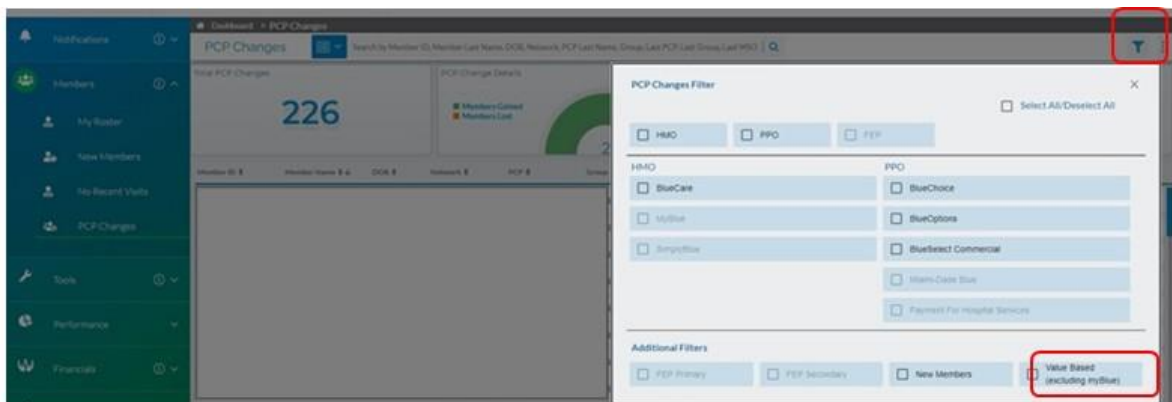
## Closed-Panel PCP Request Notification and Workflow

This functionality alerts you when a patient has requested you as their PCP, but your panel may be closed for that benefit plan. The feature allows you to accept the new patient request. For example, an established patient may have changed to a benefit plan for which you are not accepting new patients. On the landing page, if you have a new patient request, you will see an exclamation mark next to the orange bell. From there, you will be led through a series of steps to either reject or accept the patient to be added to your panel of patients.



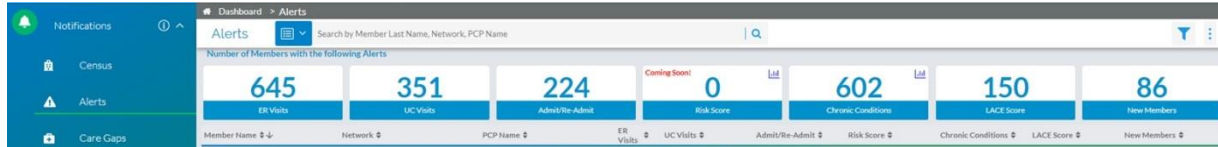
## Value-Based Indicator

You can now view patients aligned to your contracted Florida Blue value-based program. Simply click on the funnel from any of the applications, then select the Value Based filter located in the Additional Filters section.



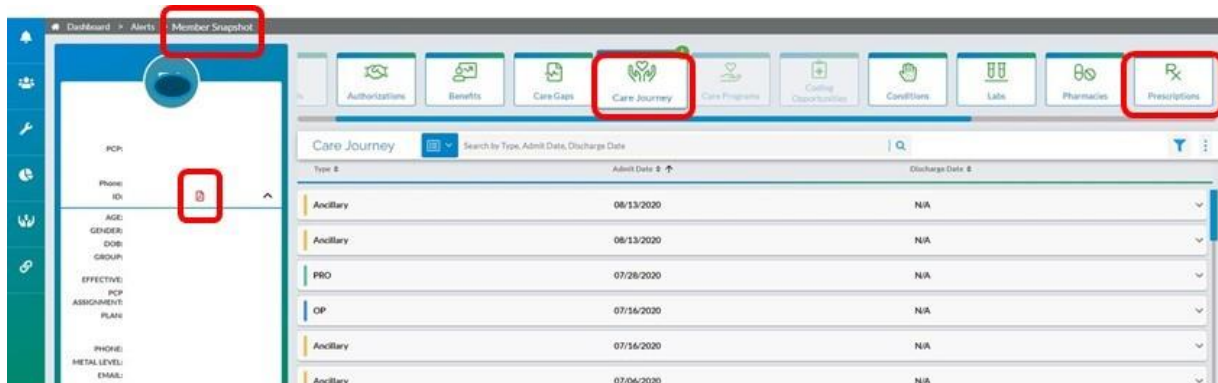
## New Clinical Insights and Utilization Statistics in Alerts

You can view your patients with ER Visits, Urgent Care Visits, Admissions and Chronic Conditions. The LACE Score is also now available for patients with recent admissions. New members are also listed in Alerts as well. This summary can be exported for filtering and analytics. In the near future, the filter feature will be available to use before exporting.



## New Member Snapshot information

When you click on a member name from any of the features, you will be taken to that member's snapshot. Inside the snapshot is detailed information about that individual member. Recent enhancements are found in the tiles outlined below. You can also export the member snapshot by selecting the Adobe Acrobat.



## ProviderVista Reminders

We hope you are using ProviderVista and the tools it offers to help you manage your Florida Blue patients. If you are not using ProviderVista, or if you are experiencing issues, here are a few reminders:

- Users are advised to disable their pop-up blocker to allow the system to export.
- Users are encouraged to use Chrome when accessing the Provider Portal as some functionality performs optimally only in the Chrome browser.

As a reminder, ProviderVista is in the Florida Blue Payer Space on [availability.com](http://availability.com). Your practice administrator for Availability<sup>®1</sup> can grant access to the tool by checking the ProviderVista box in the user profile. Once access is granted by the Availability administrator, sign in to Availability with your existing username and password to get started.

The ProviderVista User Guide is available for your reference in the Florida Blue Learning Center. You can access it through Payer Spaces on [availability.com](http://availability.com) or through the Florida Blue Learning Center direct [link](#).

<sup>1</sup>Availability, LLC is a multi-payer joint venture company. Visit [availability.com](http://availability.com) to register.